

ETAdirect Reporting and Dashboards

Your own Mission Control

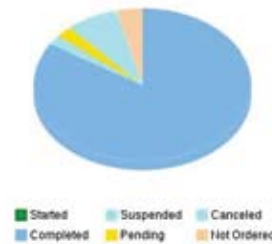
Running a mobile workforce can feel as complex as a NASA mission. So many variables of technicians, tasks, and time, so many opportunities for things to go wrong, and your reputation on the line. The key to a successful operation, whether it's a shuttle launch or a day of service calls, lies in the presentation of vital information in real time. The Reporting and Dashboard features of ETAdirect 4.0 give you the up-to-the-minute information you need to make decisions quickly and react to both short-term conditions and long-term trends.

Customizable reports

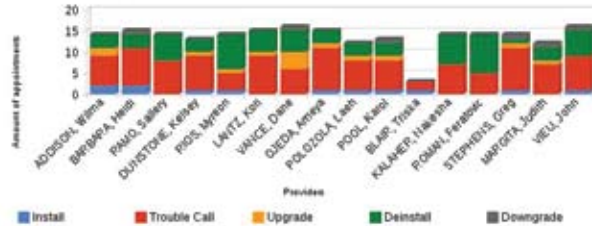
ETAdirect's real-time Dashboard reports allow users to customize their own views of up to 14 different reports to generate the graphs and charts that are most meaningful to them. A dispatcher can view completion progress per hour, for example, while managers can track productivity for each employee or overall work accomplished per day.

Users can adjust settings such as date range to access just the data they need, parameters specific to each report, such as date range; and view reports in the following formats: pie chart, column, line, area, or gauge.

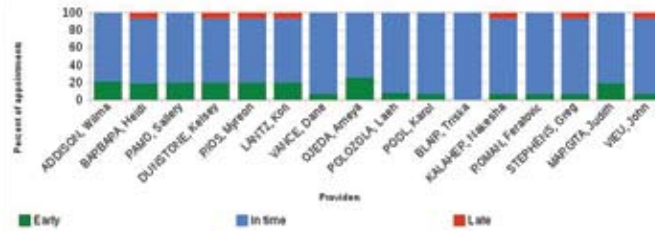
Appointments by statuses



Comparing providers by numbers of appointments (May 2009, 16 provider)



Percent of customer expectations met (May 2009, 16 providers)



Easy to Manage

ETAdirect provides real-time Dashboard reports showing the current status of technicians and jobs at any level of the organization. Historical reports show data on any available date range, and can show data ranging from the entire company to individual technicians. Managers have complete control over which reports or data are available to which employees.

Ready for Analysis

ETAdirect provides data-warehouse-ready files containing all data captured or created within ETAdirect. Armed with this powerful business intelligence information, companies can demonstrate progress, fine-tune the work of their mobile employees, and increase quality of service.

Dashboard Report List

1. Completion progress (per hour)
2. Capacity by work type
3. Amount of work by work type per day
4. Productivity by work type
5. Comparing providers by number of appointments
6. Comparing providers productivity
7. Auto-Routing results
8. Routing errors reasons
9. Mean time to deliver
10. Percent of appointments met
11. Percent of customer expectations met
12. PAS responses per provider
13. Appointments by statuses
14. Providers by statuses

- Users can create their own charts and save their configuration, move charts around the dashboard, edit them and delete them.
- Users can control parameters specific to each report, such as date range, for example.
- Users can control report presentation characteristics (chart type).

The data reflects real time information as it changes in ETAdirect.

Charts can be of the following types:

1. Pie
2. Column
3. Line
4. Area
5. Gauge

The system administrator can provide or deny access to reports according to user profile.

The data presented in the report is made available to the client on a daily basis using ETAdirect's Data Warehouse functionality.

Copyright TOA Technologies, 2010. This document is the sole property of TOA Technologies and is strictly confidential. It may not be reproduced, either in part or whole, it may not be transmitted or manipulated, in any form or way, may be it electronic, mechanical, photocopied or recorded, without TOA Technologies' expressed written permission. It may not be lent, rented or in any way transferred without the previous written permission of TOA Technologies, the holder of the copyright. Any breach of these conditions committed by any individual or organization who has access to the documentation will be prosecuted to the full extent of the law.